

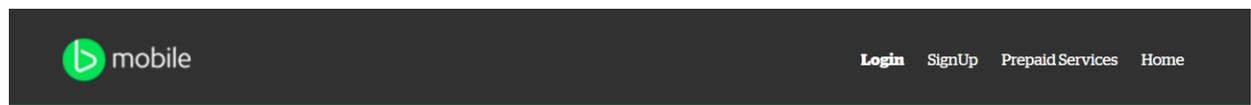
Dear Valued Customer,

At Amplia, we are constantly working to improve our service to you, our loyal customer. In February 2021, we notified you of our upgraded online payment portal system and transition to a paperless e-billing system to improve the overall efficiency of our billing process. Most of our customers are now receiving their bill statements via email and paying their bills through our online payment portal. Customers without a CRM account number, however, were unable to utilize our payment portal.

In our continued effort to improve our billing system, we are pleased to announce that customers without CRM account numbers can now receive bills via email and use the b-online platform to easily view and pay their bills. As a result of this paperless initiative, all customers will now be required to register an active email address for your account by contacting our toll-free number, **800-HOME (4663)** by **31st July 2021**, as you will no longer be able to receive your AMPLIA bills via post.

As an alternative to receiving your bills via email from AMPLIA, our customers can also use the b-mobile **b-online** platform to easily view and pay their bills online, accessible at bonline.bmobile.co.tt/. You will be required to sign up to gain access to the platform. To sign up for the b-online platform all you need is your account number and to follow the instructions listed on the signup page.

Image 1: b-online login screen where customers can sign up and access b-online.



b-online

Secure online management of your account

[SignUp](#)[Login](#)[Lost your password?](#)

Image 2: b-online homepage where customers signed in can view their bills and make payments to their account.

The screenshot shows the b-online mobile account management interface. At the top, there is a dark navigation bar with the 'b mobile' logo on the left and links for 'My Account', 'Change Password', 'Security Questions', and 'Logout' on the right. Below the navigation bar, the main content area is divided into two columns. The left column contains a vertical list of menu items: 'View Bills', 'Make a Payment', 'My Payments', and 'Payment Locations'. The right column features the 'b-online' heading, followed by the tagline 'My bills. My account. My bmobile.' and a welcome message: 'Welcome to the new and improved way to pay your bills and manage your bmobile account online.' Below this, there is a section titled 'My Account Summary' with a light gray background box containing the following information: 'Account Number: 277007591704' (with 'Eriqsson Platform' in smaller text below it), 'Invoice Date: 2019-11-15', and 'Current Balance: \$0.00'.

Visit our website amplia.co.tt/pay-your-bill to find out more information on how you can manage your account using the b-online system.

We thank you for your cooperation as we continue to make our service more efficient and effective for you.

Please call us at 800-HOME (4663) for any questions about our billing system; our warm and friendly customer service representatives will be happy to assist you.

Stay Safe.

AMPLIA

